

ITEAMS Frequently Asked Questions



TEXAS
Health and Human
Services

Texas Department of State
Health Services



- How can I add a new user or a new location? And delete?
 - New Users and Locations will only be added after approval of the Program. An ITEAMS User Request and Location Request form must be completed and submitted to the appropriate Program Approver. Once the program approves the user/site, they will send the information to the Pharmacy Branch Helpdesk. The new user or site will be added to ITEAMS. Then Pharmacy Branch will email the user with their user name and password.
 - Forms are located and available for download from the Pharmacy web page and ITEAMS web page.
 - When an employee leaves DSHS employment or no longer needs access to ITEAMS, submit the Request User form to delete the user.
- How often do I reconcile my inventory?
 - Each site is required to reconcile inventory at least every 30 days. ITEAMS will keep track of the last reconcile date and will direct you to reconcile if you are over the 30-day time frame and attempting to place a Bulk Order.
 - TB and Zoo (Provider C-33)
 - STD, HD, IDC, and SYR (Current Inventory)
- What if I do not know my location code or have the wrong location code assigned to my ITEAMS login?
 - Contact the Pharmacy Branch at (512) 776-7500 or email ITEAMS.PharmacyHelpdesk@dshs.texas.gov
- What do I do if I need to change my order after I place it in ITEAMS?
 - Opportunity to change an order is before Pharmacy processes it is from the Packet/Bulk Order screen "Filter" button. If the order is editable, you can make changes. If it's grayed out, you will have to contact the Pharmacy Branch.

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- On a Packet Order, you can add, delete or change a drug line item, along with quantities, and Patient ID#'s
 - On a Bulk Order, you can only change quantities of a drug line item and comments.
- What is the difference between Packet and Bulk orders?
- **Packet Orders** are:
 - STD Azithromycin 4 pill packets
 - STD Suprax 1 pill packets
 - Tuberculosis packets for Directly Observed Therapy (DOT)

****Although administered using the Directly Observed Therapy practice, approved sites will request Rifapentine under the Bulk Order heading****

- **Bulk Orders** are:
 - Bulk Tuberculosis medications (For LTBI via patient self-administration)
 - Bulk Sexually Transmitted Disease medications (ex: #14 Doxy Tabs)
 - Bulk Hansen's Disease medications
 - Zoonosis medications (Rabies vaccine)
 - Bulk Syringes and Needles (immunizations)
 - Bulk Infectious Disease Control medications
- How do I order in bottles?
- Requested medication quantities will be ordered in *EACHES* in ITEAMS. This means you will order using the smallest incremental measure. For example, you will order the total number of **pills** you are requesting, or vials, or syringe.
 - 2btl INH 300mg/#30 = 60 2btl of INH Syrup = 2
 - 5btl Doxy 100mg/#14 = 70 2bx Bicillin = 20
 - 1pkg Gold Top Tube = 100 20doses PPD = 2vials
 - Use the "Special Instructions" or the Comment boxes to specify what it is you are requesting.
- On my TB DOT packets, each of the 3 three drugs expire on different dates. When will my packets expire?
- The set of packets will expire with the drug that expires first. *EX: INH300(4-30-2017), RIF300(6-12-2017), PZA500(4-27-2017)*
Expiration of packet set is 4-27-2017

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- What is the shipping status of my order?
 - If your order number appears on the drop down list of the Receiving Tab, it means that Pharmacy has processed the order through the LSO system and a Tracking Number has been assigned.
 - The Tracking Number link to the far right will direct you to the LSO website and will display the status of the shipment.
 - If ITEAMS displays the Tracking Number and the LSO website tracking information says “there was a problem looking up the Airbill Number, please contact LSO” means that Pharmacy has processed the box for shipping but has not been scanned by the LSO pickup personnel.
 - If the order has been physically delivered, but the order# does not appear on the Receiving Tab drop down list, Contact the Pharmacy. Pharmacy will have to retrieve the tracking# and assign it to the order within ITEAMS.

- What if I do not know my location code or the location code to another transfer site?
 - Location Codes can be found when placing an order. It will appear along your facility’s address. Some names that are used in different screens in ITEAMS are: Customer/Location ID/PIN/Customer ID. Please Note: PIN is only used for TVFC EVI ITEAMS for immunizations.

- Why can’t I use my PIN number to log in to ITEAMS?
 - ITEAMS does not recognize the Provider Identification Number (PIN). Each location in ITEAMS is associated with a specific location code which consists of 11 numerical numbers including a dash. Ex: 00-000000000

- What if I cannot find a drug listed on my ordering screen?
 - Contact the Pharmacy Branch as they will have to active/inactivate the item for it to appear on the formulary list.

- How long will it take for my order to be delivered?
 - Normally a 2-day turn around. Typically orders submitted by 3pm, will ship same day. Same day shipments will deliver next day. Some sites take 2 days for delivery, so it will be 3days

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minimum before it arrives. Contact the pharmacy if you need an order delivered Next Day.

- I have forgotten my user name and password, whom. do I contact?
 - Contact the Pharmacy Branch (512) 776-7500
ITEAMS.PharmacyHelpdesk@dshs.texas.gov
- How do I order condoms for my site?
 - Sites must contact the STD Condom Program for condom requests. Upon approval, the Program will initiate the condom order via ITEAMS, Pharmacy will then ship the order to your site. Contact Jonathan "JJ" Gauthier at 512-533-3152 or email jonathan.gauthier@dshs.texas.gov
- Can I give my ITEAMS login credentials to a co-worker to use?
 - NO, each user must have and use their own login information to access ITEAMS. Complete and submit a User Request form to the appropriate program approver to obtain access to ITEAMS.
- If you have additional questions, please refer to the following available resources.
 - <https://www.dshs.texas.gov/iteams/>
 - <https://www.dshs.texas.gov/pharmacy/>
- You can also email the Pharmacy Branch
 - ITEAMS.PharmacyHelpdesk@dshs.texas.gov
- Program Approvers or Point of Contact:
 - Tuberculosis Elimination(TB)
Jose Reyes
512-533-3164
Jose.Reyes@dshs.texas.gov
 - Sexually Transmitted Disease(STD)
Tammy Foskey
512-533-3020
Tammy.Foskey@dshs.texas.gov
 - Hansen's Disease (HD)
Kirbi Woods
512-739-1876
Kirbi.Woods@dshs.texas.gov

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- Zoonosis Control (Zoo)
Eric Fonken
512-776-2155
Eric.Fonken@dshs.texas.gov
- Infectious Disease Control (IDC)
TBD – Contact the Pharmacy Branch
- Syringe and Needle {Immunizations} (SYR)
TBD – Contact the Pharmacy Branch
- Condoms (CON)
Jonathan “JJ” Gauthier
512-533-3152
Jonathan.Gauthier@dshs.texas.gov